Melanie

BAKER & TAYLOR
Information and Entertainment Services

Baker & Taylor Books
501 South Gladiolus Street
Momence, IL 60954-1799
Tel: 815 472 2444
Fax: 815 472 4141

Date: 08/11/00

To: Plaza Ent./WRS

4th Request

Dear Accounts Receivable Manager:

Enclosed please find copies of open chargebacks that appear on the Baker & Taylor account that have not been credited.

________ Partial credit has been received and applied. Please provide the balance due.

X Copy of return authorization and proof of delivery enclosed. Please issue credit due without delay

________ Chargeback issued due to pricing discrepancy. See attached return authorization and credit memo.

________ Price Protection enclosed.

________ Rebate enclosed

________ Please provide proof of delivery for refused and or rejected returns.

________ Return was picked up on a UPS Call Tag issued by your company. Please issue the credit due.

________ Invoices are being held from payment until credit has been received.

X Your account has been placed on payment hold until all credits have been received.

________ Per your instructions product was destroyed in the field. Please issue the credit due in full.

________ Brand Manager chargeback enclosed.

Please investigate and initiate whatever action is necessary to issue the credits due without delay to my attention.

Thank you.

Sincerely,

Diane Timmins

Diane Timmins
Credit Administrator
815-472-2444 Ext. 259

EXHIBIT
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